



HHS Circular C-050

HHS Operational Plans and Quarterly Business Reports

Purpose

To establish a system-wide process that is data-driven and goal-oriented to ensure the Executive Commissioner receives regular information regarding the performance of health and human services oversight and programmatic responsibilities. The metrics included in the operational plan and quarterly business reports will systematically benchmark agency performance.

Directive

The following directive applies to:

- each agency commissioner;
 - each HHSC deputy executive commissioner;
 - associate commissioners for:
 - Access and Eligibility Services,
 - Medicaid and CHIP Services,
 - Health, Developmental and Independence Services, and
 - Intellectual and Developmental Disabilities & Behavioral Health Services;
 - HHSC Chief Ethics Officer;
 - HHSC External Relations Director;
 - HHSC Chief Counsel;* and
 - HHSC Inspector General.*
- (1) **Operational Plan:** The operational plan will discuss goals and major initiatives for the upcoming fiscal year. The plan will identify strategies and clearly defined activities to achieve goals and successfully implement major initiatives. Operational plans should include:
- performance and productivity goals to meet for the fiscal year;
 - data that describes prospective, goal-oriented solutions to improve service delivery, achieve efficiencies, or enhance accountability;
 - concrete action steps for addressing ongoing and/or future challenges; and
 - milestones and metrics against which to assess progress.

*The HHSC Chief Counsel and HHSC Inspector General are only responsible for submitting an operational plan and are not required to submit quarterly business reports.



The plan should be **submitted to the Executive Clerk** via an Action Memo **no later than the first working day of every August**. The Executive Commissioner will review and approve each submitted plan. Please use the attached template.

(2) Quarterly Business Report: The report must include the following information, providing a high-level overview of major activities and policy development/implementation activities:

- new developments;
- performance measures
- previous quarter accomplishments;
- next quarter planned activities;
- color-indicated project status (green, yellow, red);
- budget status; and
- other activities/administration/other.

The report should be **submitted to the Senior Project Advisor no later than the second Monday in September, December, March, and June**. During odd-numbered years, information that would be submitted in the June report should be held and combined with the September report, and the briefing will occur in September. Please use the attached template.

Summary

By proactively identifying and communicating critical information and data through the operational plan and the quarterly business report, the health and human services system will be well-positioned to navigate the opportunities and challenges that will arise in the days ahead.

Inquiries

Inquiries regarding the content of this circular should be directed to Aisha Ainsworth, Senior Project Advisor, by telephone at (512) 424-6517 or by e-mail at Aisha.Ainsworth@hhsc.state.tx.us and/or Hailey Kemp, Deputy Chief of Staff, by telephone at (512) 487-3387 or by e-mail at Hailey.Kemp@hhsc.state.tx.us.